



# REPLACEMENT SHEET

## Centrata IT Services Catalog (Reference Implementation)

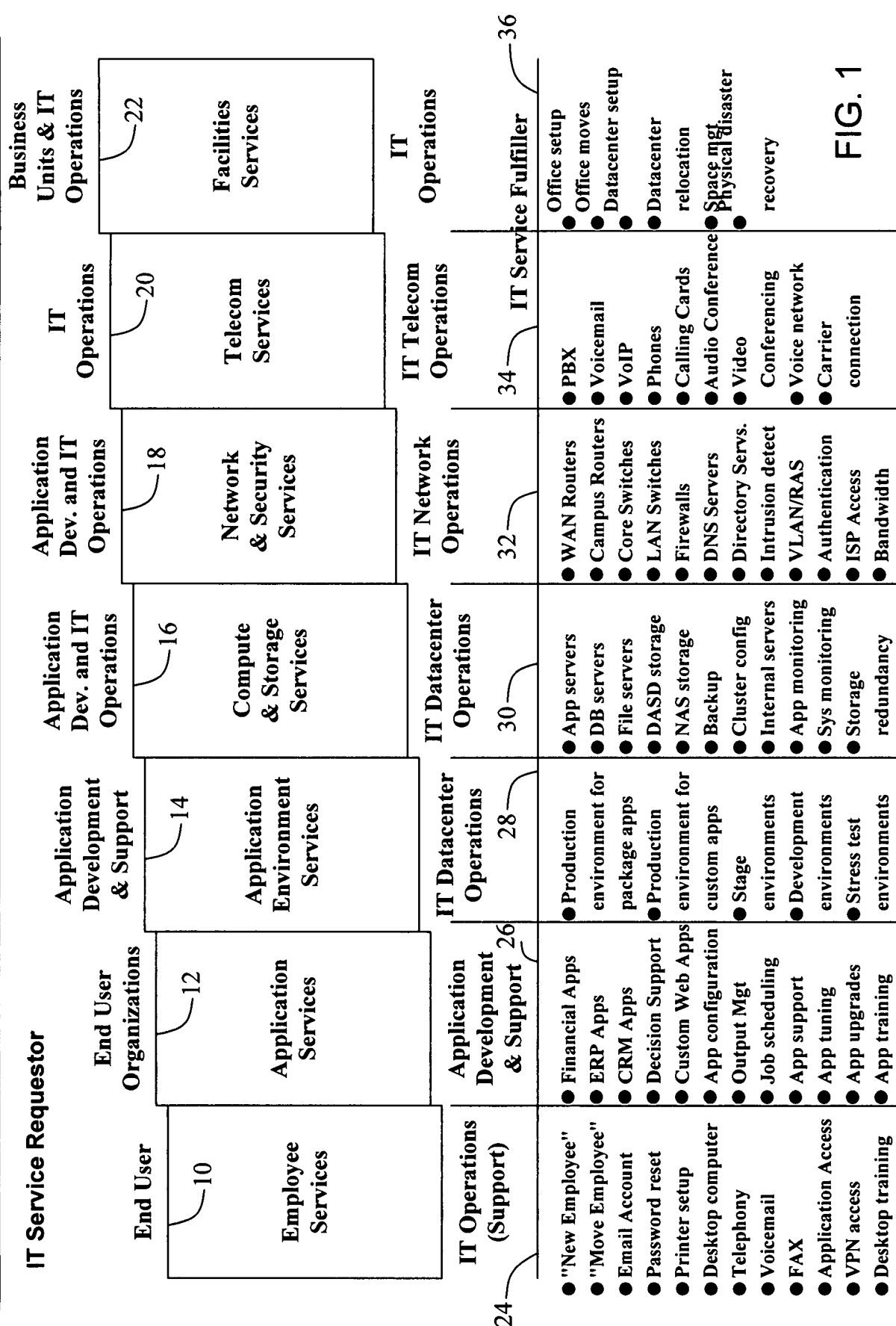
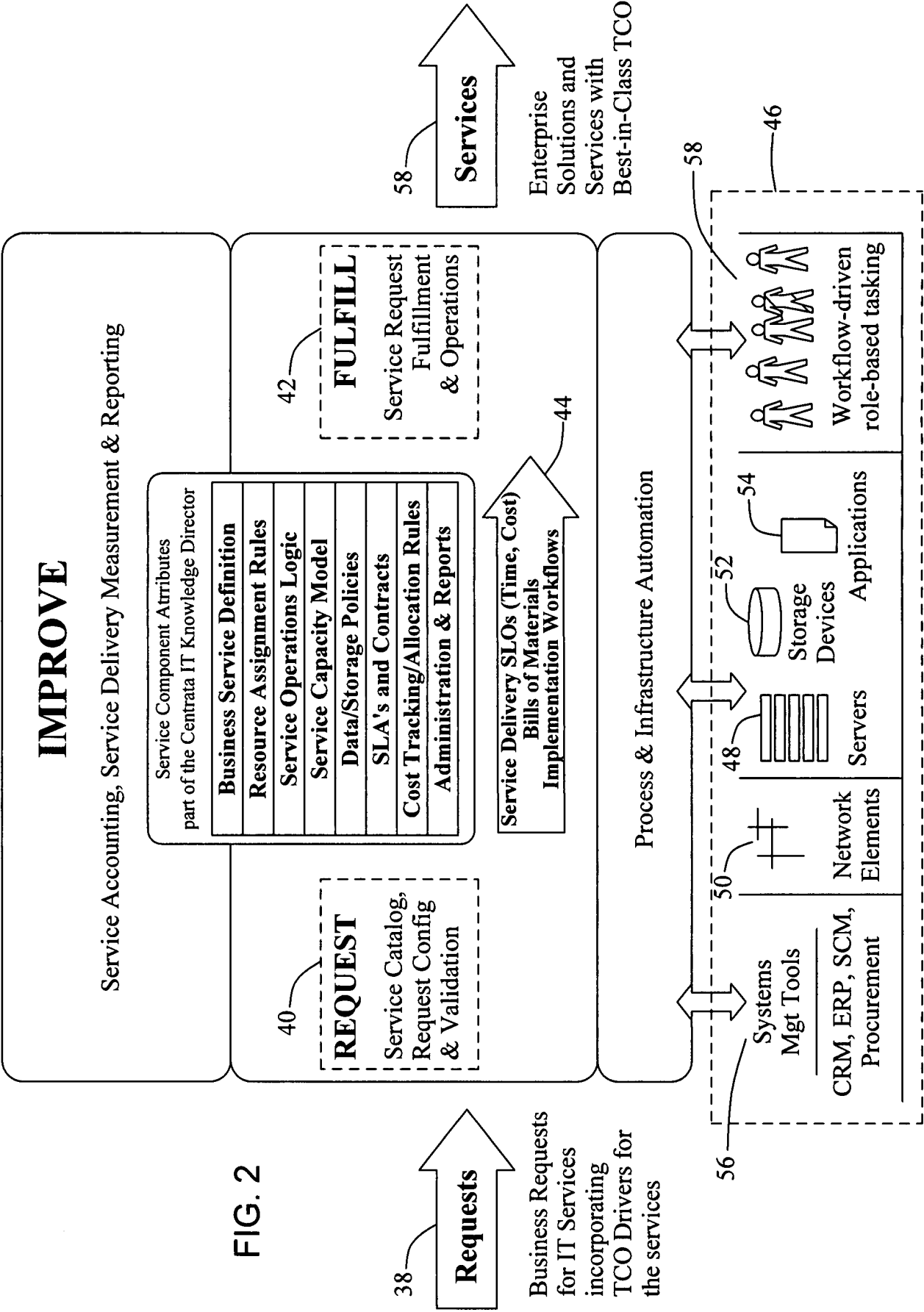


FIG. 1

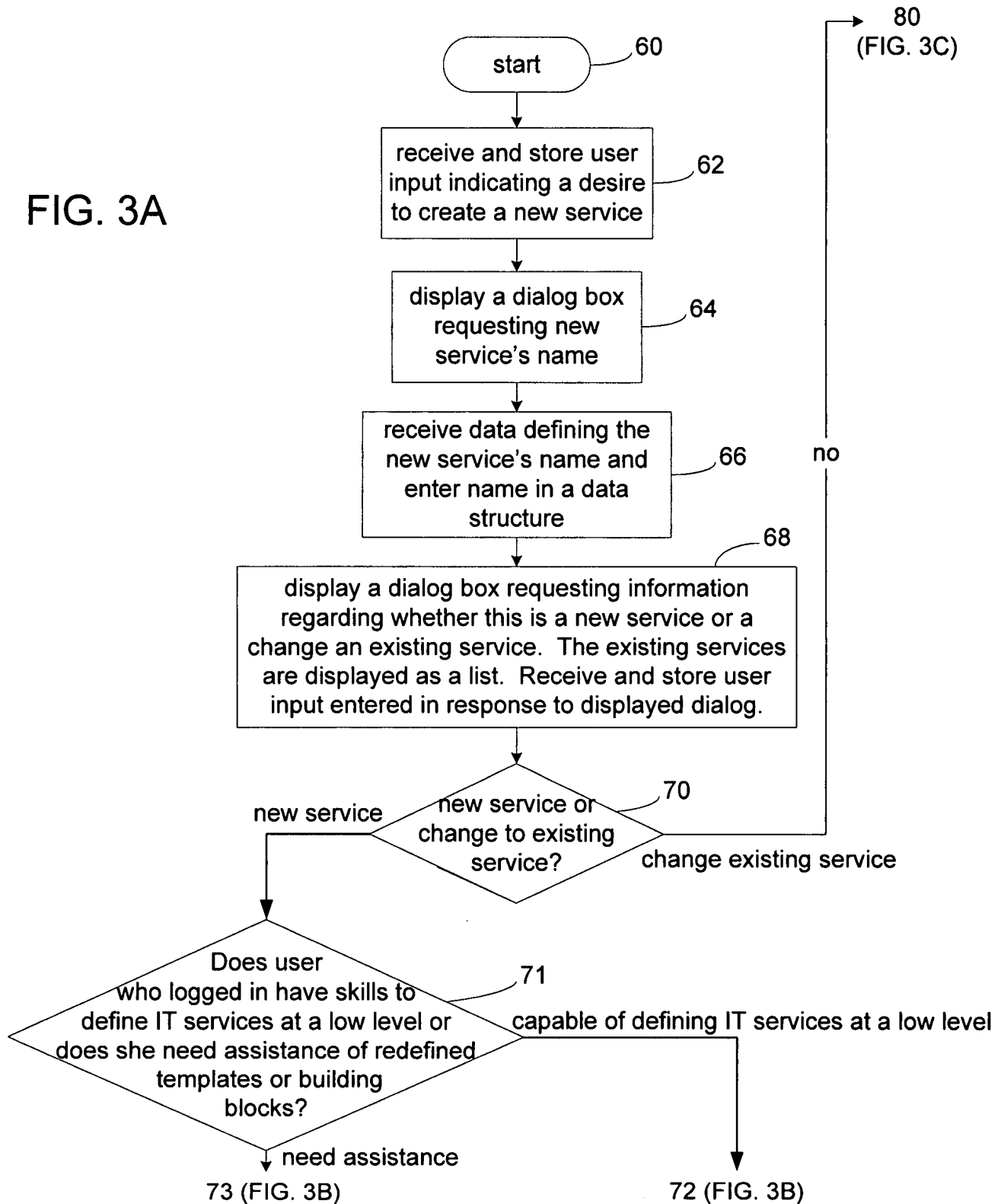
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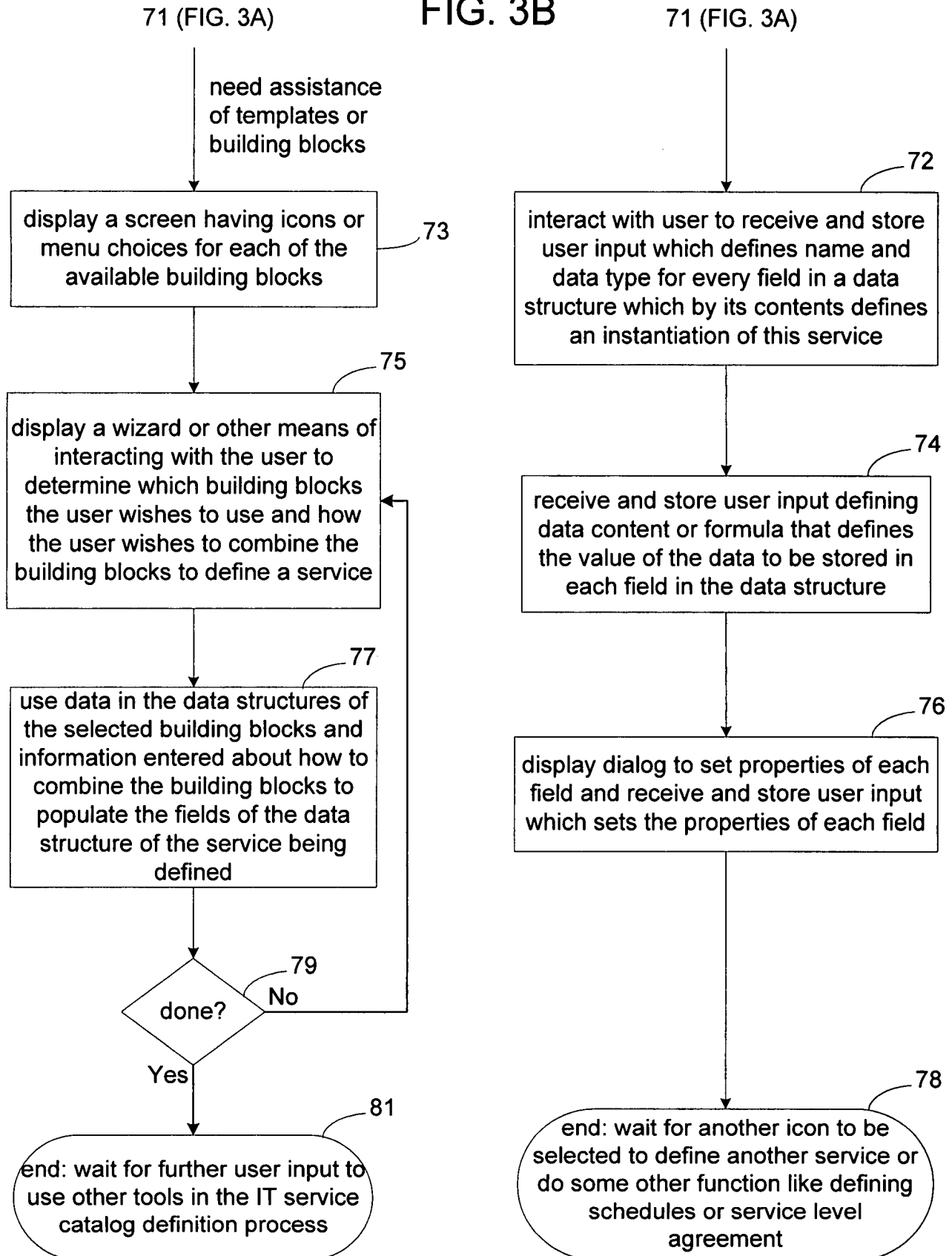
PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG

FIG. 3A



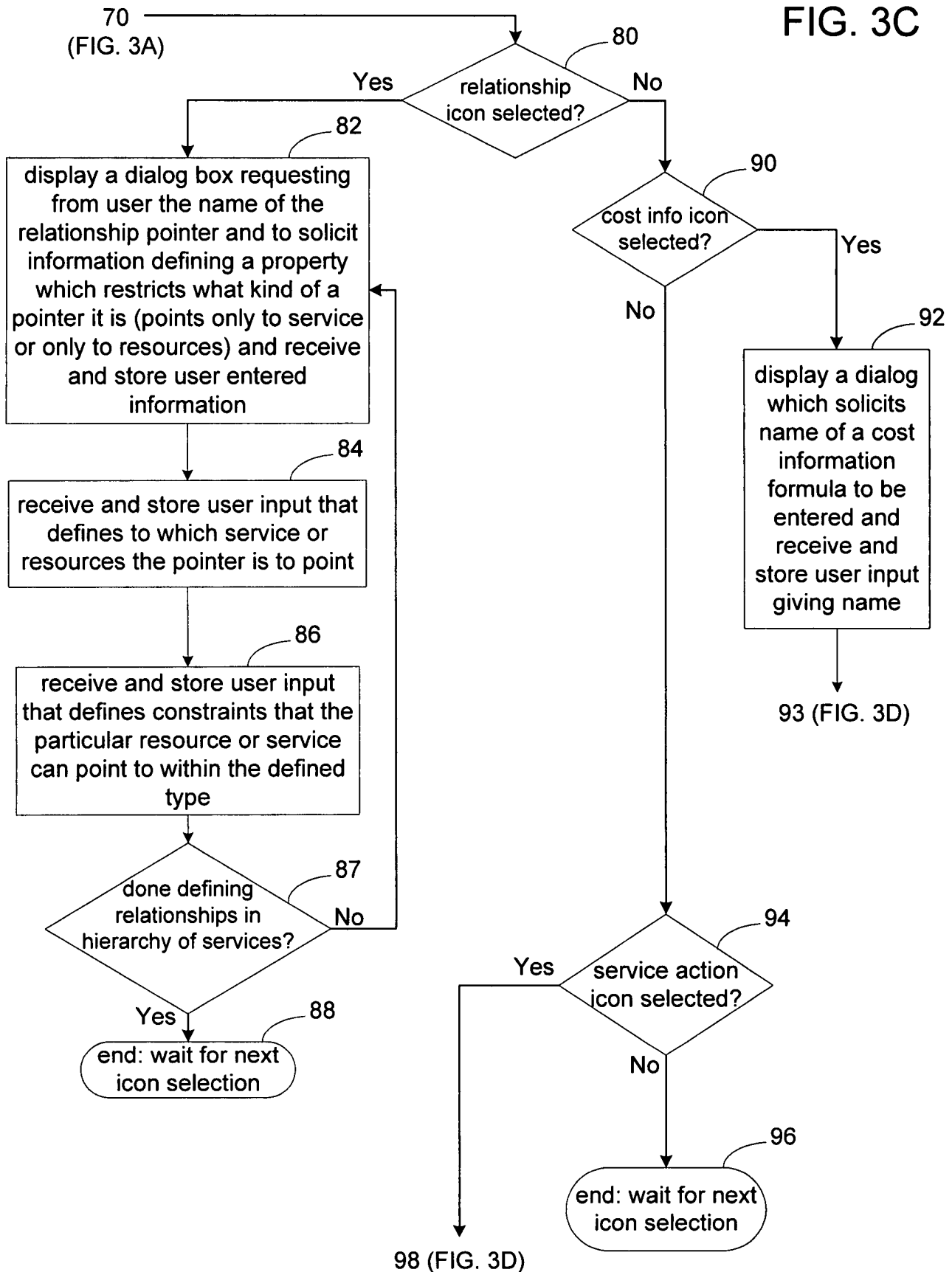
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FIG. 3B



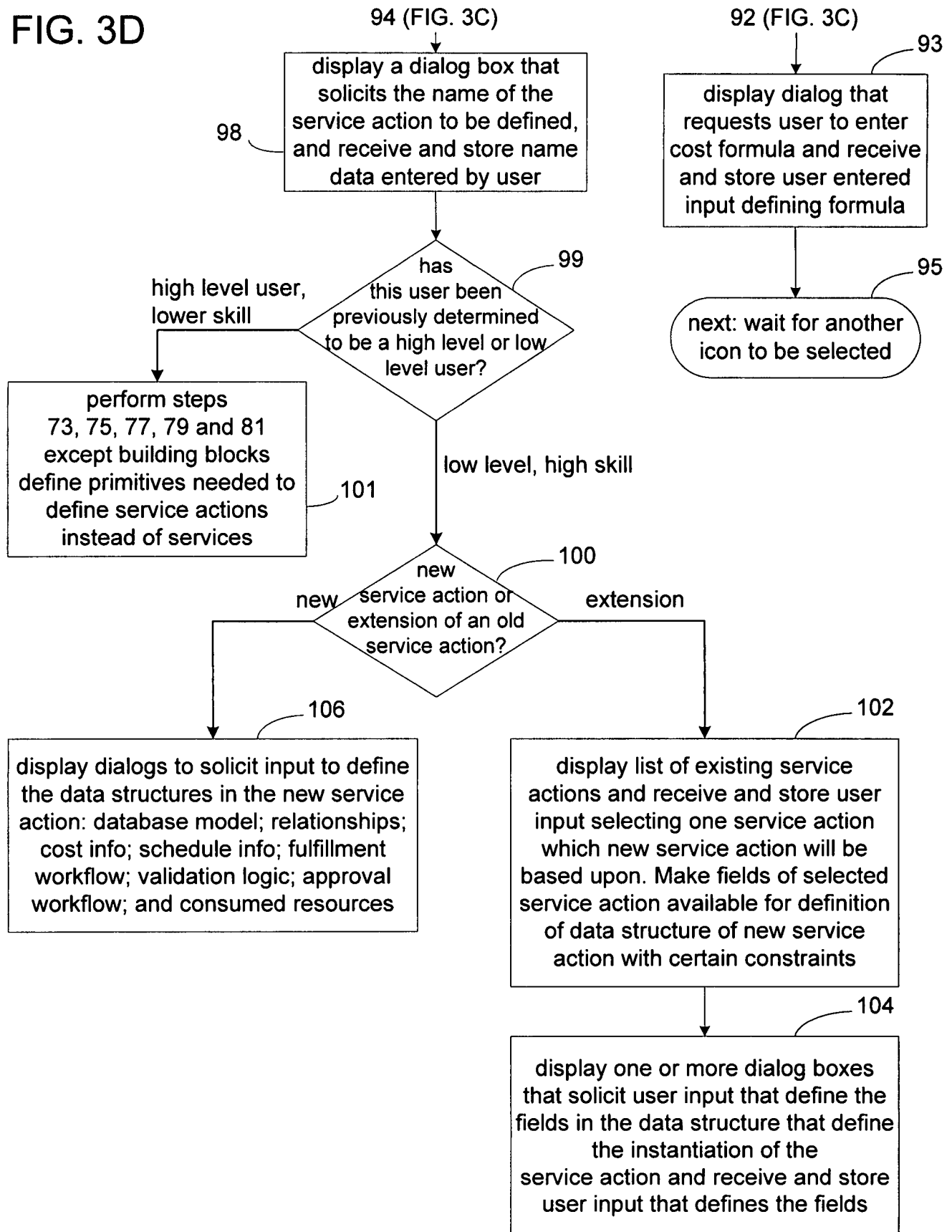
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FIG. 3C



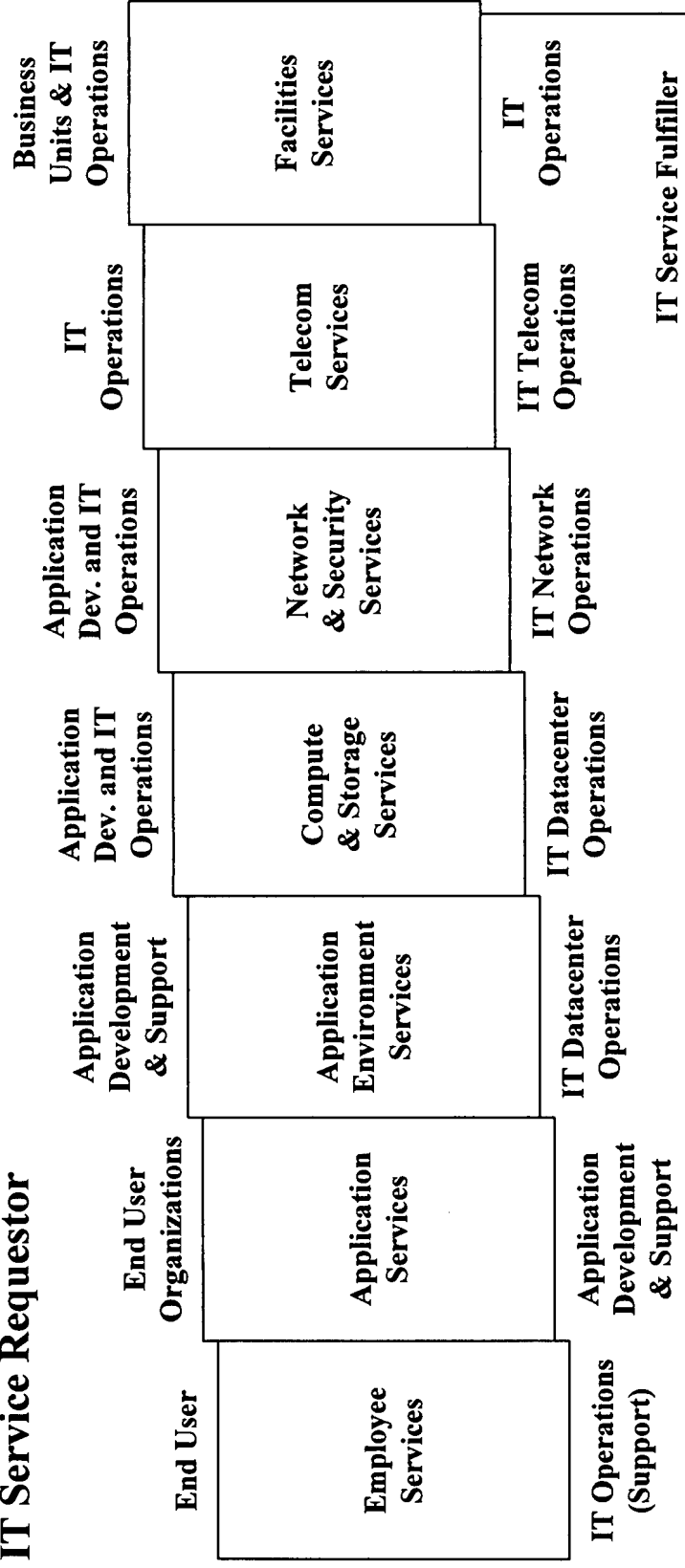
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FIG. 3D



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## IT Service Requestor



## Service Attributes in the Centrata IT Services Model

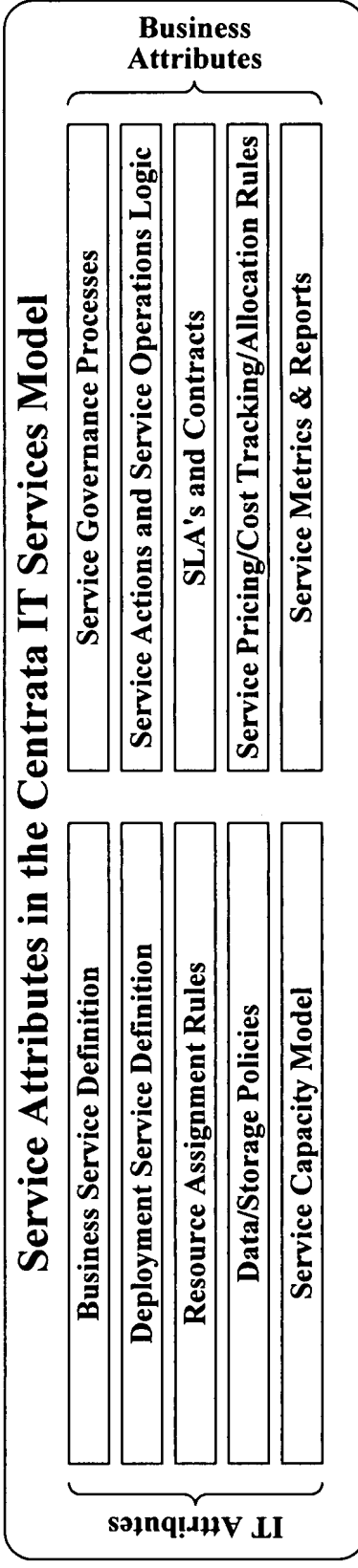


FIG. 4

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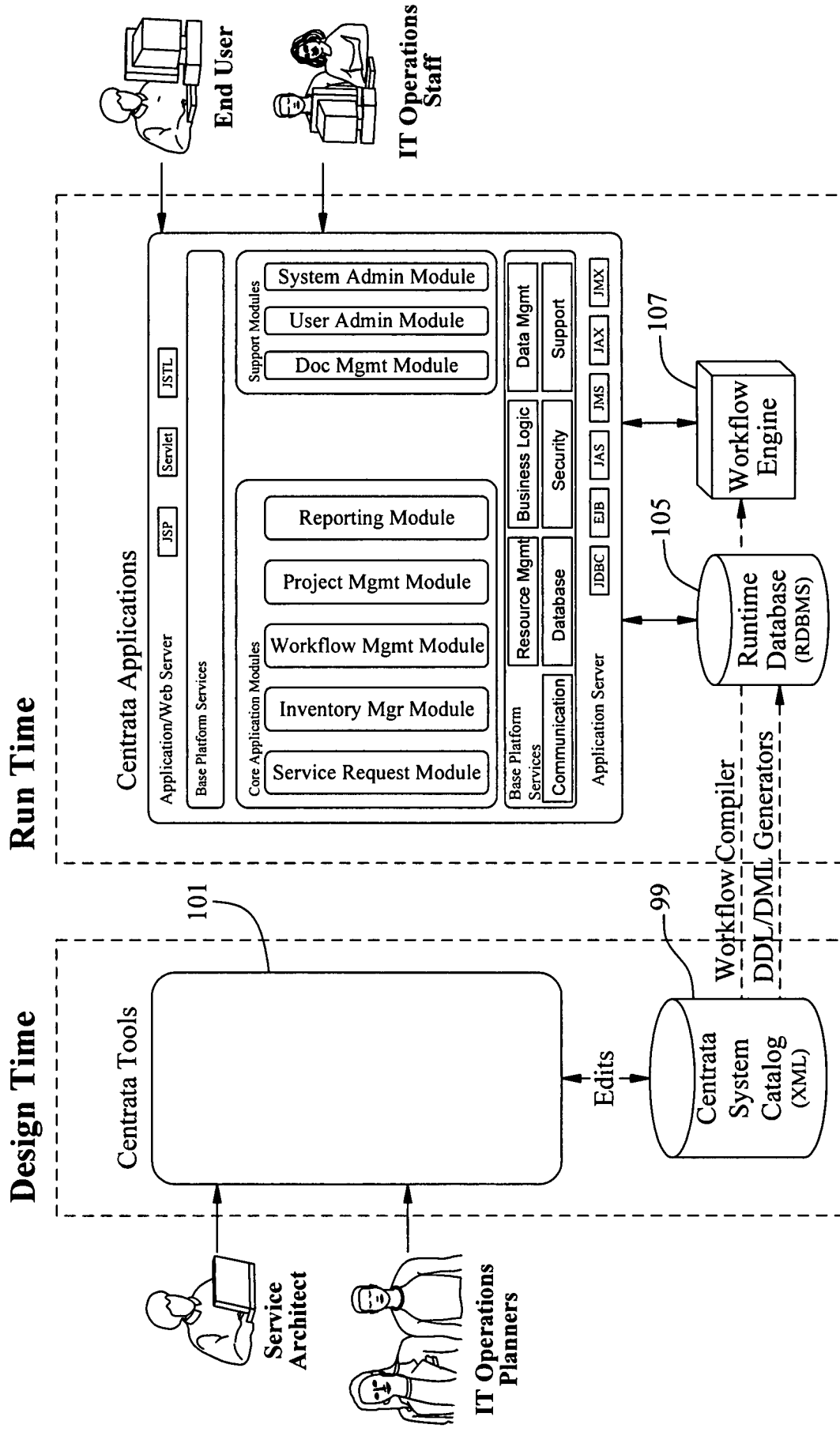
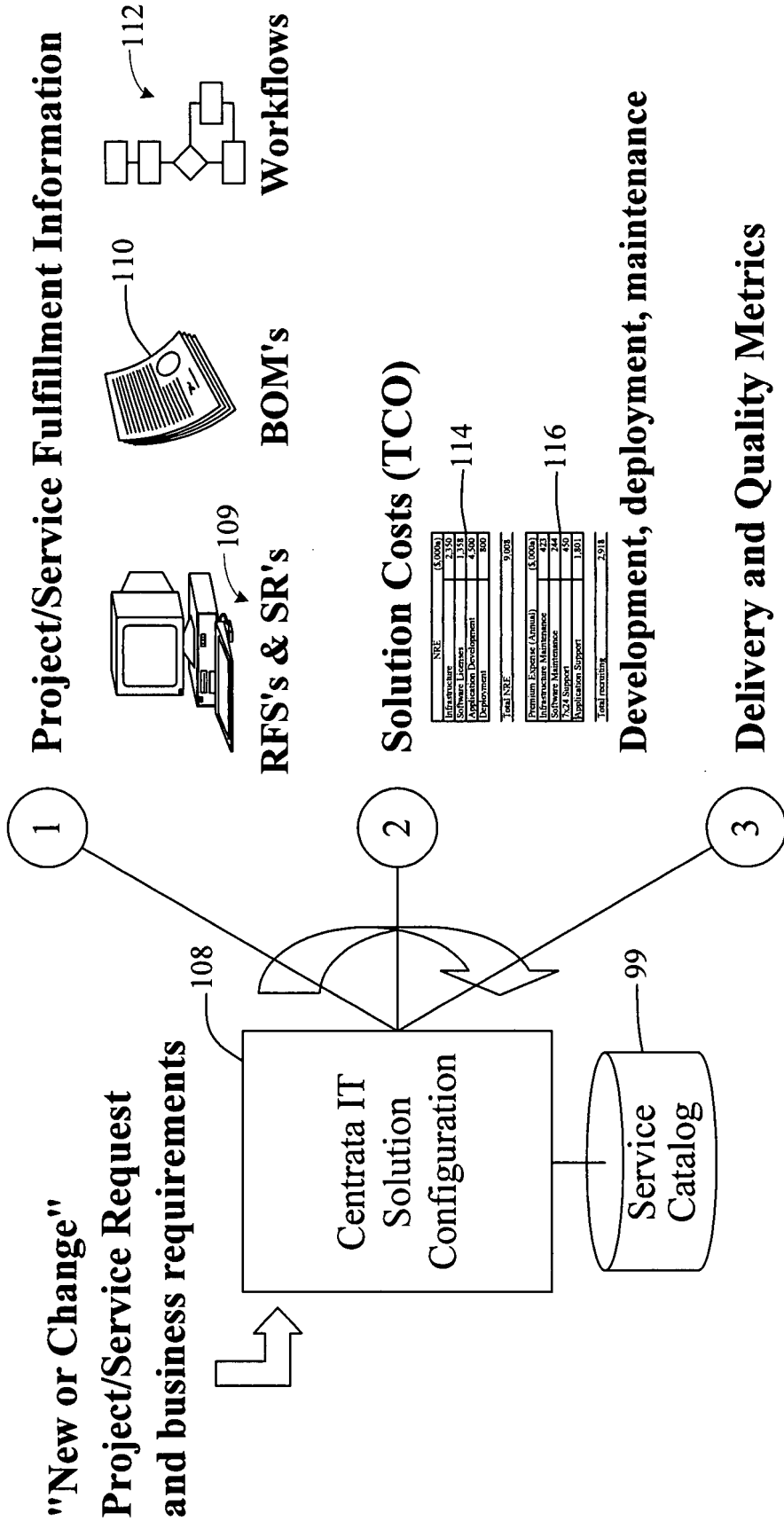


FIG. 5



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Solution request configuration process is iterative  
 Each output type can be fine-tuned by changing request configuration parameters  
 Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided

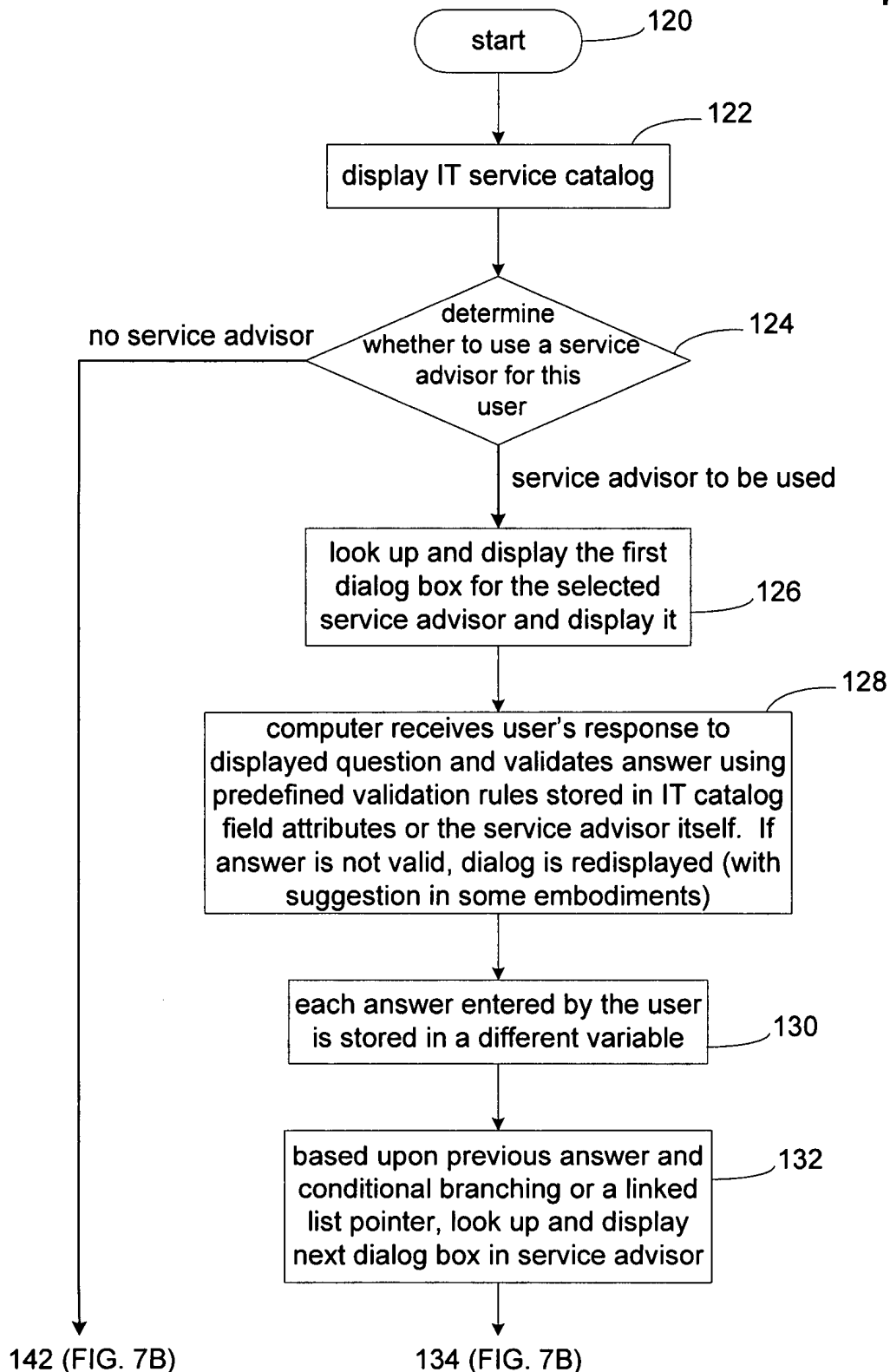
**Six Sigma and other project governance and delivery metrics**

FIG. 6

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CONFIGURATION PROCESS TO RECEIVE AND VALIDATE  
USER REQUESTS FOR IT SERVICES AND CONVERT THEM  
TO SPECIFICATIONS FOR A FULFILLMENT PROCESS

FIG. 7A

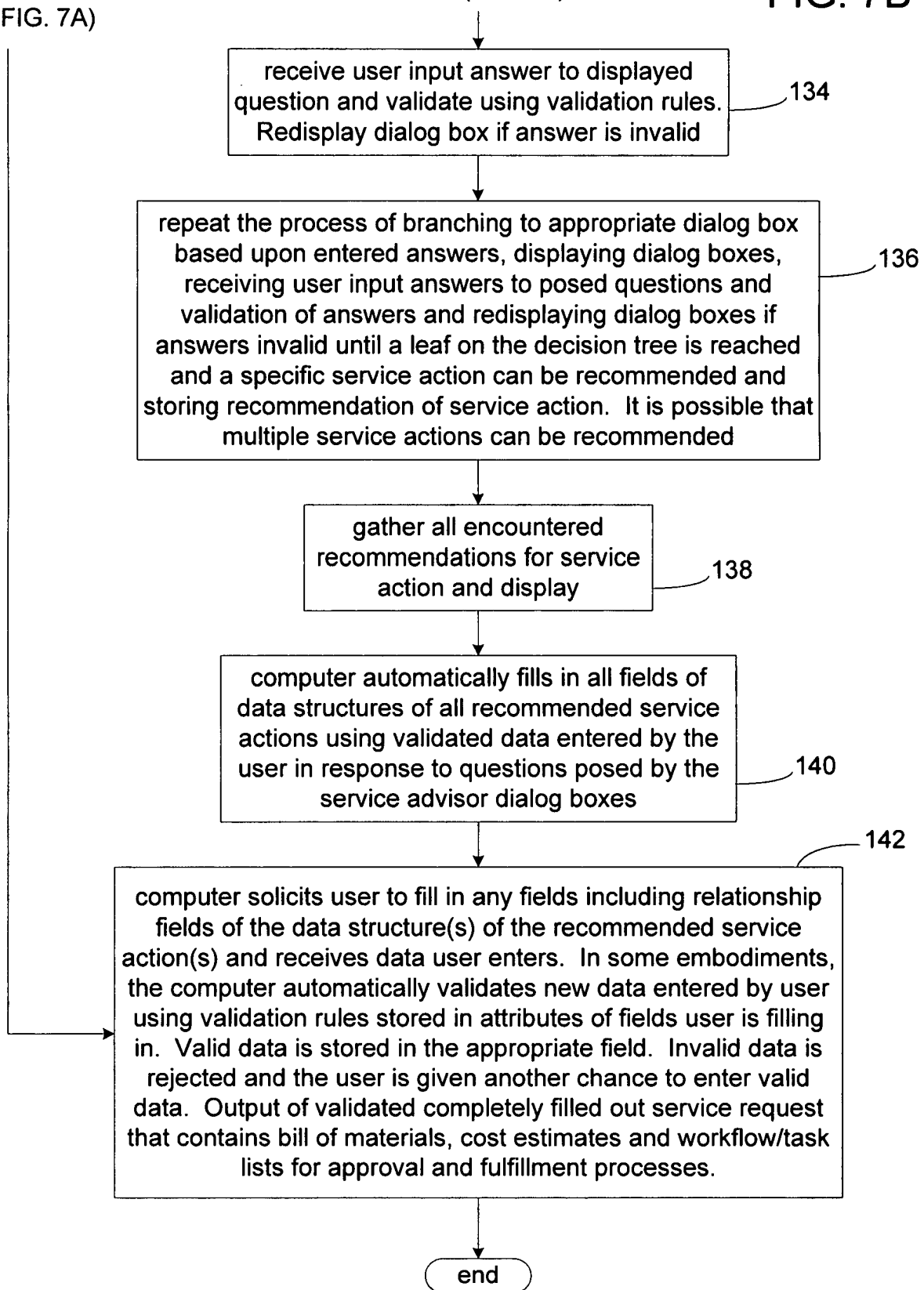


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FIG. 7B

124 (FIG. 7A)

132 (FIG. 7A)



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THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL  
FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING  
INSTANCE OF REQUESTED SERVICE INTO EXISTENCE

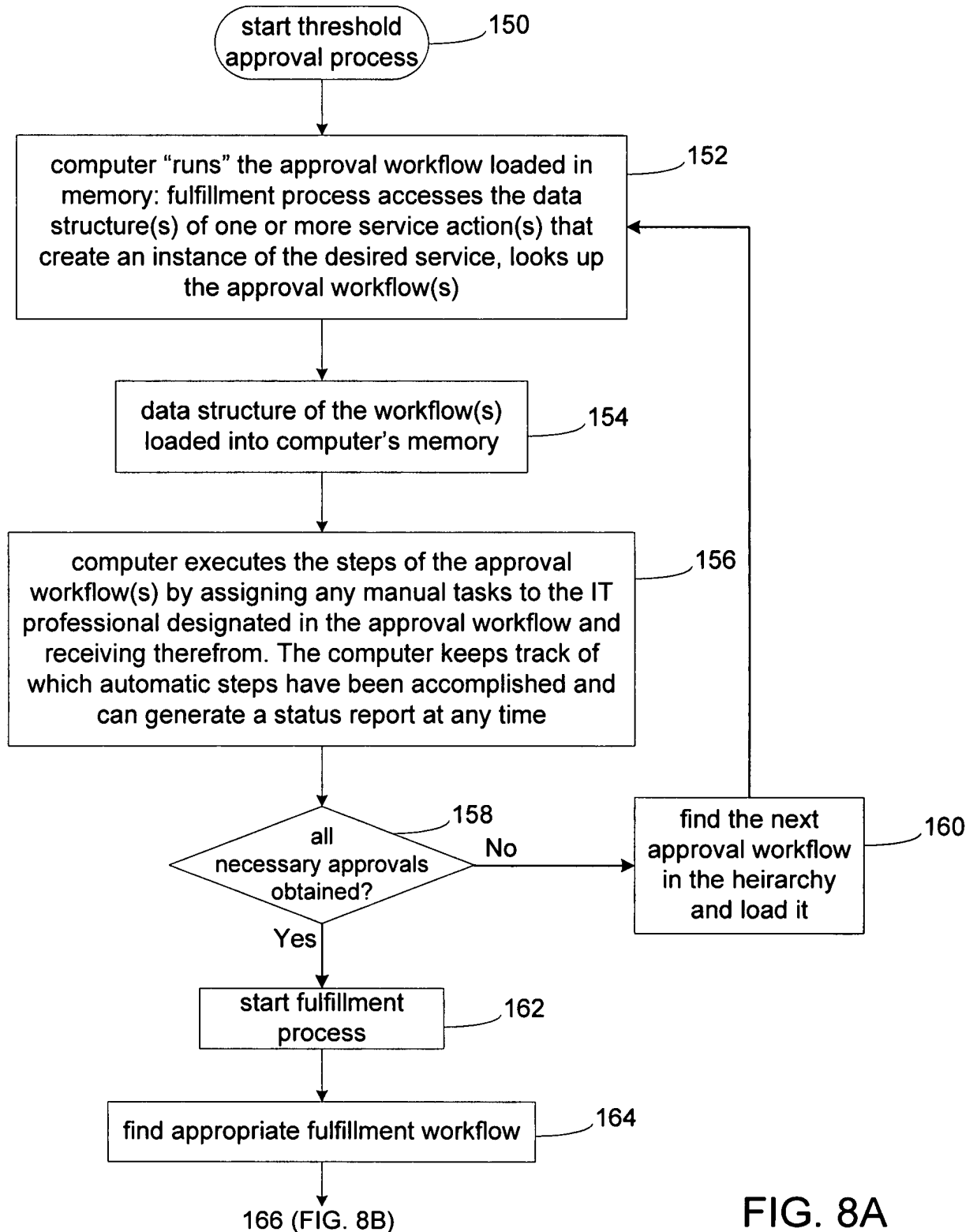


FIG. 8A

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